



Service Definition *User Research*

About Olive Jar

Who We Are

Olive Jar Services include a range of activities that ensure successful implementation of your cloud service. We design and deliver cloud based services from Discovery to Live. We provide full agile multi-disciplinary teams who are ready to commence work on your service immediately.

Our teams are agile skilled resources who have specialist knowledge in their fields of expertise. This includes areas such as User Research, Design, Test, Implementation, Development, QA, Data Migration, Architecture, Security, Scalability and Maintainability of Cloud services.

We work with your internal teams, building the service to achieve the goals set. We can coach internal teams and mentor your team as needed, to help them upskill rapidly.

User Research

Olive Jar Digital understands the importance of users in any project, and how they determine the success of it. The User Researchers in our team are extremely dedicated and take an inclusive, thorough approach to the research into the needs of users prior to the development of the application. By doing so, the outcome of the project meets the desired result, whilst consistently following the ethos of User-Centred Design.

Our team will begin rapidly gathering research surrounding your project, uncovering certain factors that will determine the direction for the service, and enabling you to hit the ground running. Who is the demographic, what are their thoughts, feelings and values? All this and more will be determined through a process of face to face and telephone interviews with prospective service users. These will uncover behaviours, needs and pain points and business imperatives. Our consultants use all gathered data to produce detailed User Personas, on which your entire team can begin the first build. Research continues throughout many iterations, as it's imperative that users are happy throughout every version of the service. We really pride ourselves on gathering accurate, useful user data, and we believe this to be the backbone and key to success for any digital service.

Features

- Interviews and workshops to gather user requirements for cloud services
- Both face to face and remote research and testing
- Lab testing
- Contextual research methods applied
- Guerilla research and testing
- Full documentation of research findings and knowledge transfer
- Use of analytics to assist research
- Persona and Research Strategy creation
- Empathy, stakeholder, and ecosystem mapping

Benefits

- Using our knowledge and experience from many other Government projects
- Implementing new tools and technologies reducing costs and time
- Ensuring delivery and risks known and mitigated
- Alignment to the GDS service standards
- Always allowing your delivery a user centric approach
- Adaptable research methods depending on your needs
- Gaining robust insights, specific to your goals and objectives
- Allows complex user journeys to be broken down
- Allows your research team to scale as the project demands
- Bringing in depth knowledge of research techniques ensuring project success

Services offered but not limited to:

- Agile Coaching and Mentorship
- Product Ownership
- Service Ownership
- Delivery Management
- User Research
- User Experience
- Content & Service Design
- Prototyping and Implementation
- Migration
- Full Stack Development
- Auditing
- AI & Machine Learning
- Support

Features

- Research, Architecture and Design
- Building the service to be maintainable, scalable and secure
- Supporting the service once live
- Aligning to GDS Service Standards when necessary

Benefits

- Continuous improvement
- Continuous deployment
- Reduction of errors and live costs
- Security

A selection of our Public Sector Clients:



Department for
Business & Trade



Office for Product
Safety & Standards



Department
for Education



Standards
& Testing
Agency



Department
of Health &
Social Care



Department for Levelling Up,
Housing & Communities



Leeds
CITY COUNCIL



England



Health Education England